

CLASS SPECIFICATION

Housing Inspector
Code Number: _____

GENERAL PURPOSE

Under general supervision, conducts interior and exterior on-site inspections of Commission and privately-owned housing units of widely varying age and maintenance quality for compliance with Housing Quality Standards (HQS); answers questions from clients and neighbors regarding Commission programs and requirements; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Housing Inspector is an advanced specialized class in the rental assistance and property management job family. Incumbents conduct annual HQS and special inspections to ensure that housing units occupied by program clients meet mandated building code and federal health, safety and cleanliness standards, or are brought to full compliance with such standards as a condition of continued program eligibility. Incumbents collect and verify data to establish the comparability of rental units in making rent reasonableness determinations. Incumbents perform their work in client's homes and are expected to use of sound, effective customer service techniques and apply good judgment in dealing with difficult and sensitive situations.

Work entails a high volume of inspections and use of employee's personal vehicle in carrying out inspection duties.

Housing Inspector is distinguished from other classes in the rental assistance and property management job family by its specialization in the conduct of housing unit inspections requiring an in-depth knowledge of HQS standards, building code requirements and applicable maintenance and repair techniques.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Conducts interior and exterior on-site inspections of Commission and privately-owned housing units of widely varying age and maintenance quality for compliance with extensive and detailed Housing Quality Standards, covering the maintenance status and operating condition of all interior aspects of the dwelling unit and its appliances, electrical and plumbing, floor and window coverings, ventilation and heating and smoke alarms and well as exterior building code and maintenance problems and any indicators of health code violations; identifies and documents items that do not meet standards and

notifies clients of such items; conducts reinspections to determine whether failed items have been brought up to standard; completes and submits inspection packets for processing; responds to client and property owner requests to schedule/reschedule inspection appointments and provide information on unit inspection status and required actions to bring units up to HQS standards.

Answers questions from tenants and neighbors regarding Commission programs and requirements. Stays alert to indicators of program violations and notifies supervisor of such cases; refers cases that may require social services or other interventions to supervisor for follow up action.

While on-site at apartment complexes, makes in-person contacts with residents of unassisted rental units; conducts brief interviews and persuades residents to provide data on rent paid for comparable unassisted units; conducts telephone surveys to collect data on rents paid for unassisted units; compares data on units to evaluate comparability in making *rent reasonableness* determinations; updates the rent reasonableness database.

OTHER DUTIES

On a rotating basis, establishes daily inspection routes for the unit.

Maintains data and records; prepares status and productivity reports as requested.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

HQS Standards and other pertinent federal, state and local law, codes and regulations establishing health and safety and building requirements; principles, practices and techniques for conducting inspections of dwelling units of various ages and conditions; basic construction and maintenance/repair processes, materials and costs; Commission administrative regulations, policies and procedures and applicable law and regulation governing operations of and eligibility for the Commission's rental assistance and public housing programs; law and regulation applicable to making rent reasonableness determinations; market rents in various San Diego communities; customer service etiquette and techniques; interviewing methods and techniques, particularly as they apply to the collection of sensitive personal information; data gathering, analysis and compilation techniques; standard office practices and procedures, including record keeping; basic dispute resolution and mediation techniques applicable to areas of assigned responsibility.

Ability to:

Operate a computer and other standard office equipment; conduct a high volume of inspections efficiently and effectively while applying detailed and comprehensive HQS Standards and building code requirements; utilize expert observational skills to spot and identify dwelling unit problems which others have attempted to hide; prepare clear, concise, accurate and complete documentation of inspections conducted and rent information collected; stay alert to indicators of potential program violation or fraud; organize work, set priorities and exercise sound independent judgment within established guidelines; understand, interpret, explain and apply detailed regulations, policies, procedures and standards regarding dwelling unit inspections and general program and eligibility requirements; read maps and locate streets and addresses quickly and efficiently; gather data and reach sound decisions in conformance with Standards and requirements; understand and follow written and oral instructions accurately, consistently and with a minimum of supervision; communicate clearly and effectively, orally and in writing; handle a high volume of client on-site interactions with courtesy, tact and sensitivity to the issues involved and defuse customer situations that become emotional and volatile; deal effectively with a highly diverse client group, culturally and ethnically, including clients who are emotionally or mentally challenged; establish and maintain effective and courteous working relationships with clients, property owners, private unit residents, supervisors, co-workers, the public and others encountered in the course of work; drive safely under various traffic, road and weather conditions in carrying out daily inspection schedules over a wide geographical area.

Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and four years of progressively responsible experience in performing rental assistance/public housing program administrative and/or maintenance and repair functions, at least one year of which provided familiarity with the application of HQS Standards to the inspection of dwelling units; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to furnish a personal vehicle with insurance coverages as established by Commission vehicle insurance policies to carry out full-time inspection responsibilities.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to stand, walk, climb, kneel, twist and bend and reach with hands and arms; use hands repetitively to operate, finger, handle or feel dwelling unit controls and office equipment; and talk or hear, both in person and by telephone. Employees regularly lift, move, push or pull up to 10 pounds and occasionally from 11 to 25 pounds. Employees are frequently required to sit.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Duties require the sense of smell to detect odors.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read, interpret and analyze data; use math and mathematical reasoning; analyze and solve problems; observe and evaluate people and situations; learn and apply new information; perform highly detailed work with frequent interruptions to meet stringent deadlines and interact with clients, property owners, private unit residents, supervisors, co-workers, the public and others encountered in the course of work, some of whom may be upset, dissatisfied and/or abusive.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees are exposed to traffic hazards in the course of driving to multiple inspection sites on a daily basis. They are exposed to potential danger while conducting inspections in high crime areas on a daily basis.

Employees are exposed to outside weather conditions when making external inspections and, when making inside dwelling unit inspections, they encounter unsanitary conditions, fumes and toxic chemicals and risk of electrical shock. Employees are subjected to repeated sharp and shrill noise on a daily basis while testing residential unit smoke alarms.